

How Pathagility partnered with UNC Nephropathology Laboratory to deliver a web-based report distribution and communication solution that leveraged their existing processes and software investments.

The Challenge

The University North Carolina Nephropathology Laboratory has been a leader in renal biopsy evaluations since 1978. Characteristic of their commitment to both excellence and innovation, UNC began to explore ways to leverage technology to improve their overall efficiency and customer service. UNC was particularly interested in identifying a solution that would allow them to communicate more effectively with referring physicians and deliver reports through a variety of digital channels.

One of the primary drivers, behind UNC's decision to partner with Pathagility, was that no other program on the market would allow them to retain their own database system and configure the solution to their specific needs.

"We were very pleased with the low relative cost compared to the functionality provided, and it was important to choose a partner that would meet our changing needs without requiring us to purchase a whole new program version," said Dr. HK Singh, Associate Professor of Pathology and Laboratory Medicine and the lab's Associate Director.

The Process

UNC needed an application that would seamlessly integrate with their current system, manage and format data elements, such as: reports and images, and route them to the appropriate referring physician. To ensure the timely delivery of critical clinical data, Pathagility enabled external email and fax alerts to provide instant alerts to referring physicians and UNC staff.

"The implementation process was extremely expeditious considering the levels of complexity involved," said Dr. Singh, adding, "The development team was superb in working with us to implement the program to meet our specific needs and goals."

Once the implementation was completed and tested, Pathagility supported the roll-out by developing a custom-branded quick-start guide and introduction piece. The branded insert was designed to introduce the Pathagility reporting system to customers and included a simple, step-by-step guide to activating their new account and accessing their patients' reports.

The Result

The response from UNC's customers has been overwhelmingly positive. UNC's Nephropathology Lab now enjoys a web environment that allows for seamless communication and collaboration with their clients. Pathagility has become UNC Nephropathology's digital interface to clients, by providing an easy-to-use and powerful tool that fully integrates with the lab's sophisticated processes.

“Pathagility’s solution is superb and very easy to use, but the exceptional customer service is the main reason we will stay with Pathagility for our future needs.”

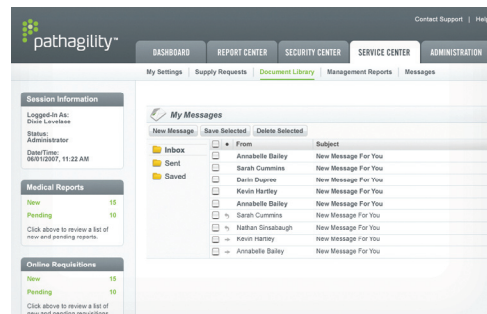
Dr. HK Singh, Associate Professor of Pathology & Laboratory Medicine / UNC Nephropathology Laboratory



The UNC Nephropathology Laboratory is pleased to announce an exciting new solution for managing critical health data by f... distribution of lab reports and communication. Pathagility makes it easy for physicians and easy-to-use web portal that is accessible anytime and from anywhere.

Simple & Secure Access to Reports
With Pathagility access to reports has never been faster or more efficient. Reports are delivered online or by fax, and e-mail notifications are automatically triggered as soon as reports are available. Reports are fully searchable and always at your fingertips. To ensure the highest level of security and privacy, Pathagility utilizes industry standard SSL and 128 bit-encryption to protect your data.

Streamlined Communication
Communicate and collaborate automatically receive critical a web-based messaging tools th easier.



pathagility™

Dashboard | Report Center | Security Center | Service Center | Administration

My Settings | Supply Requests | Document Library | Management Reports | Messages

Session Information
Logged in As: Dr. HK Singh
Status: Administrator
Date/Time: 9/19/2017, 11:23 AM

Medical Reports
New: 15
Pending: 10
Click above to review a list of new and pending reports.

Online Requests/Inquiries
New: 15
Pending: 10
Click above to review a list of new and pending requests.

My Messages
New Message | Save Selected | Delete Selected

From	Subject
Annabelle Bailey	New Message For You
Sarah Cummins	New Message For You
Darin Dugues	New Message For You
Kevin Hartley	New Message For You
Annabelle Bailey	New Message For You
Sarah Cummins	New Message For You
Nathan Smeathough	New Message For You
Karen Hartley	New Message For You
Annabelle Bailey	New Message For You